

Electronic Document and Records Management System (EDRMS) Support Analyst Corporate Information Services

Position number	00036328
Agreement	Public Sector CSA Agreement 2021 or as replaced
Classification	Level 5
Reports to	EDRMS Administrator (Level 6)
Direct reports	Nil

Context

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information communication and technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.

Flexible: We are flexible and understand that our customers are not all the same.

Transparent: We are clear and open about our services, processes and decision making.

Accountable: We hold ourselves to high standards and deliver on our commitments.

Collaborative: We work in partnership with our customers.

The Business and Customer Services (BCS) Directorate supports the objectives and outcomes of clients by providing value for money corporate services through skilled and motivated people. The BCS aims to deliver services within an environment of standardised systems and processes.

The Corporate Information Services Branch works to improve information quality, accessibility, reliability and security to support departmental business and is responsible for the provision of records management, Freedom of Information (FOI) and Library services.

Visit education.wa.edu.au to find out about the Department of Education.

Key responsibilities

Specialist Services

- Liaise with stakeholders and subject matter experts across all levels to elicit, define, validate and prioritise business requirements for the development of the EDRMS.
- Conduct quantitative and qualitative analysis to identify measurable business benefits and assist the Department in the benefits realisation activities.
- Research and analyse emerging EDRMS trends and identify opportunities to improve the EDRMS.
- Model business and system processes (both current and future state) and identify transitional requirements to support implementation of EDRMS solutions.
- Undertake investigation and research to support the development and implementation of EDRMS enhancements, including integration with Line of Business Systems, and prepare documentation to communicate findings.
- Liaise with software vendors, service providers and the ICT Division in relation to the functioning of the EDRMS software, hardware and additional components.
- Identify and document EDRMS solutions that address business needs, are fit for purpose and aligned to the Department's strategic goals and objectives.
- Develop and maintain system integrity reporting framework, and communicates potential EDRMS security breaches to relevant stakeholders.

Branch Support

- Develop test plans and test cases and undertake business and system testing of the EDRMS, including interfacing with other information systems.
- Investigate, diagnose and resolve technical EDRMS issues in alignment with the Department's Incident and Change Management policies and procedures.
- Record and maintain a register of software problem reports and prepare software problem reports for presentation to the software vendor.
- Monitor progress, implementation and evaluation of EDRMS initiatives and prepare reports to communicate outcomes.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Branch.
- Represent the Branch, as required, on EBS committees and working parties.

Customer and Stakeholder Support and Liaison

- Assist in managing the daily operations and maintenance of the Department's EDRMS.
- Provide advice and support to department staff on electronic records management matters, including the effective operation and use of the EDRMS.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated well developed knowledge and understanding of the *State Records Act 2000*, with the ability to apply records management principles and concepts to an Electronic Document and Records Management System (EDRMS).
2. Demonstrated considerable experience in the administration and maintenance of an Electronic Document Records Management System (EDRMS).

3. Demonstrated practical business process improvement experience, including sound analytical, conceptual and research skills, and the ability to devise creative and effective solutions to complex problems in a large and diverse environment.
4. Demonstrated well developed verbal and interpersonal communication skills, including the ability to provide appropriate advice and focus on providing high quality customer service.
5. Demonstrated written communications skills, including experience in formulating and/or structuring reports and documentation for technical and business clients.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Class 'C' Western Australian Driver's Licence
- undertake travel to schools and regional offices
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 24 November 2021
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